

Site Management Plan

Proposed 7-day, 24-Hour operation at McDonald's 11-13 Piccadilly, Manchester, M1 1LY

1. Introduction

This Site Management Plan has been prepared to support an application for planning permission made under section 73 of the Town and Country Planning Act 1990 (as amended), to allow the McDonald's restaurant located at 11-13 Piccadilly, Manchester, M1 1LY, to operate 24-hours a day, 7-days a week.

The focus is on minimizing disturbances in the site's city centre location, especially given the proximity of some residential receptors nearby, while managing operations, noise, antisocial behaviour, litter, and complaints effectively.

It is intended that the Site Management Plan will form a condition attached to the grant of planning permission. It is noted that the majority of the measures within this Management Plan are already implemented, especially during the Temporary Event Notice 24-hour operations which have been conducted in recent times at the site. The preparation of the Management Plan offers an opportunity for it to be tied to the granting of planning permission moving forward.

2. Operative Noise Management

2.1. Customer Noise

- Signage: Clear signs at exits requesting customers to leave quietly, especially during late-night hours, to avoid disturbing nearby residents.
- Indoor Seating Encouragement: dining areas and toilets will be open during the extended operation and therefore discourage loitering outside, reducing noise in the vicinity of the restaurant.
- Security at Entrances: At least one, SIA trained security guard will be stationed at the entrance to manage customers entering and exiting, controlling potential noise and crowd-related issues, especially late at night.
- NiteNet & DISC Systems: The restaurant is connected to local services like NiteNet and DISC to report incidents and communicate with local authorities, helping to manage disruptive behaviours more efficiently.

2.2. Operational Noise

- Operation of Plant: The Plant will operate during the increased operative hours but will not impact the site's neighbours, as demonstrated by the accompanying Noise Impact Assessment. This, however, assumes the plant loading will be at a similar level to the existing level. Should an increase be proposed, this will not occur until a subsequent assessment of noise and the impact on neighbours has been undertaken.

3. Antisocial Behaviour (ASB) Management

3.1. Staff Training

- ASB Training: Managers are trained in identifying and de-escalating antisocial behaviour. This includes specific training for late-night shifts, focusing on dealing with intoxicated individuals or large groups, especially after nearby pubs and clubs close, and events finish. Specific training in Martyn's Law and the Women's Nighttime Charter has also been undertaken for managers.
- Security Guards: SIA-trained security guards will be on duty during peak late-night hours, such as weekends and post-event times, to deter antisocial behaviour. The existing evening security arrangements will be extended throughout the night, and during anticipated busy events, will be increased accordingly. Specific training in Martyn's Law and the Women's Nighttime Charter has also been undertaken for security guards.
- Collaboration with Authorities: Maintain and strengthen the close working relationship that McDonald's have with Manchester City Council and local police. Participate in neighbourhood safety programs, such as Walk Safe, ensuring the safety of customers leaving late at night.

4. Litter Management

4.1. Litter Patrols

- Regular Patrols: As is undertaken currently, staff will conduct litter patrols every hour to ensure that the area around the restaurant's entrance and immediate neighbours is tidy. Litter patrols extend into Piccadilly Gardens and the surrounding side streets during daylight hours for staff safety.
- Morning Clean-Ups: Additional clean-ups will be conducted at the start of the morning shifts, focusing on the area surrounding the restaurant after the night service.

4.2. Litter Bins

- Bin Placement: Ensure that adequate rubbish bins are placed inside and clearly signposted within the restaurant, with regular emptying to avoid overflow. The Council owned bins outside the restaurant are also monitored for overflowing.
- Recycling: Place clearly labelled recycling bins in-store and ensure that waste is managed in accordance with Manchester City Council's recycling guidelines.

5. Security Management

5.1. Security Staff

- Visible Presence: Maintain a visible security presence at the entrance, particularly during late-night hours. A security guards will be present from 11pm to 6am, with additional security added as necessary during busier periods such as weekends or events in the city centre.

- Event-Based Staffing: For major city centre events, increase the number of security staff to manage crowds and deter antisocial behaviour.

5.2. Emergency Procedures

- Emergency Protocols: Staff will be trained on emergency response protocols, including how to contact local authorities, security teams, or emergency services if an incident escalates beyond control. This includes training in accordance with the recent Martyn's Law.

6. Conclusion

This plan provides clear guidance for maintaining a safe and pleasant environment at the proposed 24-hour McDonald's operation located at 11-13 Piccadilly, Manchester, M1 1LY. By focusing on noise control, managing antisocial behaviour, maintaining cleanliness, and ensuring rapid resolution of complaints, the restaurant can coexist peacefully within its surroundings. The use of proactive security measures, staff training, and engagement with local authorities will ensure that any potential customer and resident concerns are addressed swiftly and effectively.